

2020



**COMPUTER
MAGIC**

**SOLUTIONS BUNDLE
SERVICE AGREEMENT**

SOLUTIONS BUNDLE SERVICE AGREEMENT

Our Solution Bundles are designed to provide businesses with a simple, consolidated option for their technology needs. The purpose of this document is to define the included features and support.

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SUPPORT

This remote and onsite package covers the daily technical support needs of the business including application support, network troubleshooting, login assistance, email, PC performance and more.

What's Included for Gold Service Plan

- Unlimited Remote and Onsite Support (Normal service requests will be responded to during normal business hours, M-F 8AM-5PM excluding Consultant recognized holidays. Major server and network issues will be responded to 24x7x365. Normal service requests may be responded to outside of normal business hours, but overtime charges at normal overtime rate may apply. Major projects will be scheduled and performed after hours when necessary.)
- Travel time as necessary
- Manage technical vendor relationships and work with vendors to solve technical issues
- Virus and Spyware Cleanups
- Support for Microsoft Windows
- All Moves, add, and changes to Windows domain. This includes new employee hires or fires. Also includes any adjustments to user or computer accounts in the domain
- Connection support for the following IT peripherals: monitors, printers, multifunction printers, external Hard Drives, -Network Attached Storage, Ethernet switches, routers, modems, wireless equipment, UPS's (does not include out-of-warranty Hardware Repair)
- PC migrations
- Software management and installation on server and workstations
- Miscellaneous day to day technology issues
- Installation of new Operating systems and other patches as released
- Equipment quoting
- License compliance monitoring and license management
- Anti-Virus software for all covered devices
- Cloud backup software and services

What's Not Included for Gold Service Plan

Issues or requests that produce a significant change to your systems, network or physical setup are not included. These are considered projects and are outside the scope of the Support agreement. These projects are custom quoted as they occur. Services that are not included:

- Office moves involving more than 10 computers
- Implementation of line-of-business software requiring more than 10 hours per month
- Recovery from any major disaster such as a fire, flood, theft or vandalism
- Integration of hardware provided by a third party, requiring more than 8 hours per month
- All hardware purchases including out-of-warranty parts. We will specify, quote, and deliver, but the hardware will be billed separately from this agreement. Customer is free to purchase hardware and software from any vendor so long as hardware reasonably conforms to specifications provided by Consultant.

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- Services required to remediate any IT problems directly caused by the actions of a third party or by negligence on the part of the Client
- Software Programming work, except as needed for basic network operations
- Network Drops and Cabling work
- Peripheral Hardware Repair (eg. printers, routers, etc.)
- Phone system, phone replacement, or Maintenance, unless otherwise agreed by the Parties
- Specialty software support (for example, CAD applications, Microsoft Dynamics, etc). We will install such software under this Agreement and will work with the software vendor to troubleshoot such applications, but if there are extensive and ongoing issues with the specialty application, those will not be covered.
- Any unreasonable service requests

About Tiered Support

To understand how we respond to your support requests, it's important to know how our support team is structured. Our technicians fall under one of four tiers:

Tier 1 & Tier 2

Desktop support technicians are the first and second level support. These team members answer all initial requests for support and assist with troubleshooting and resolve approximately 85% of your requests.

Tier 3

Server and network support engineers work in our Network Operations Center (NOC) and spend most of their time proactively monitoring and resolving backend issues on your network. They support tier 1 and 2 technicians as needed.

Tier 4

The final point of escalation is to the field engineers. These individuals have the highest level of training and most refined skill set. They handle all requests that the first three tiers of support are unable to resolve in addition to all requests involving onsite work.

Requesting Support

NOTE: If you're experiencing an emergency or you need to speak with a member of the help desk immediately, please call 608-441-9888. If it is after hours, there is an emergency option in the message.

Telephone – 608-441-9888

Calls are answered in the order in which they are received.

Email – support@computermagic.us

Emails are processed in the order received and should be limited to low priority issues.

Response & Resolution Times

We use simple, unique terminology to define support requests.

High Priority Problems

These are problems that prevent users(s) from working. For example:

- Application crashes or errors
- Virus and malware infections
- Database connectivity issues
- Email connectivity issues
- Network connectivity failures
- File and folder access problems
- General hardware failures
- System performance

We work high priority problems immediately until resolved. In certain cases, we may recommend performing the work at night so that the user and their workstation are not tied up during business hours. For example, if the user is experiencing mild performance problems, we may coordinate with them to schedule resolution after hours.

Administrative Tasks

We respond immediately to Administrative Tasks such as those listed below. As described in the Desktop Project Requests section below, administrative tasks such as new workstation setups are not performed real time.

Administrative tasks include:

- Creation of shared mailbox
- File and Folder Restores
- Creation of distribution lists
- Password resets
- File/folder permission changes
- Microsoft Outlook profile set-ups

Most Administrative Tasks, including password resets and account management, require the client to specify who is authorized to approve these requests. For security purposes, we do not make these types of changes without approval.

Desktop Project Requests

Desktop Projects are those requests which can be anticipated and thus scheduled in advance. These projects may be schedule outside of normal work hours. These types of request include:

- Desktop software installations (5+ workstations)
- New user onboarding
- Any request involving multiple workstations, e.g., installing software across multiple workstations, configuring multiple workstations for a new network printer

ENDPOINT SECURITY

This is the single most important solution included with your bundle. 93% of security breaches and infections are caused by out of date software and missing or inadequate antivirus & antimalware applications.

Patch Management

We install security patches not just for the OS but for software you use every day but may not know much about like Adobe Java, Adobe Reader and 190+ other applications. Patches are installed between 1am and 4am to ensure you're ready to go by the time morning comes around!

Antivirus AND Antimalware software

There are now two separate categories of 'bad stuff' out there and each requires specialized software to catch it and roll back it's nasty effects. That's why we include both SentinelOne and Malwarebytes Pro for all PCs. These lightweight applications complement each other by watching for and countering nearly every threat out there.

Daily Performance Tune-ups

Every night your business computers will do fun things like optimize the hard drive, clean up unnecessary temp files and flush caches. This helps your system run faster and perform consistently day after day.

Hardware Monitoring

Our deep integration with the hardware sensors in your computers allow us to rapidly respond to small issues before they become big ones. In a recent example, a server power supply died at 2 in the morning, we were alerted to the issue and could resolve it before the client experienced any down time.

Network Operations Center

Our 24/7 NOC constantly monitors your entire network for any signs of weakness or failure. It's not uncommon for a technician to show up at a client's office to fix a problem they didn't know they had. This includes monitoring your internet connection, servers, switches, wireless access points, printers and workstations.

COMPLIANT BACKUP

As part of this agreement, we'll provide a complete disaster recovery plan. In addition, all backups are completely encrypted and exceed the requirements of PCI, HIPAA and CJIS compliance. All data is encrypted at the source, in transit and at rest with unique encryption keys. It's important to note that with our process, your data is stored in three locations and on both US coasts at any given time: on the local machine, on the local backup drive and in the cloud. Any two of these could fail completely and your data is still recoverable.

Stage 1: Local Backup

Most restoration needs result from failed hardware or software corruption. We include a network NAS that stores all of your backups locally. If you need a file restored, we likely have it right there next to your system.

Stage 2: Offsite Backup

Offsite storage of your backups is critical to data safety and security. In addition to your local backup, we replicate data to locations on both the west and east coast. The backup software encrypts the data locally on your system with an encryption key that's unique to you, sends it over a bank-grade SSL connection and is then further encrypted on the cloud storage servers using a key that's unique to Computer Magic, Inc.

Daily Monitoring

Even with all our redundancies, we don't trust automation without verification. Daily our Network Operations Center reviews the backup logs to ensure things are working smoothly.

Disaster Recovery Flexibility

When disaster hits, we have a lot of options to get your business back up and running rapidly. For example, in the event of a local hardware failure, we could bring in new server hardware and restore from the local backup. In the event of a local or regional disaster we could restore your server in the cloud so your staff can get back to work from home or anywhere until a new local system can be put in place.

ANNUAL NETWORK AND SECURITY ASSESSMENT

For clients with a network that includes an Active Directory server, Computer Magic, Inc. will perform an annual network and security audit. (If your team works entirely from their homes, this section won't apply to you.) We feel that every business should have access to this critical security information regardless of their needs.

We test your network for:

- Known vulnerabilities
- Aging hardware
- Unknown hardware
- Missing security patches
- Weak passwords
- Open file shares
- Unusual services
- Computer or user accounts that haven't been used recently

The average report is around 100 pages long. Don't worry, we'll parse this information down into action items and provide a mitigation plan for each one. These scans are provided as a courtesy for information purposes only and should not be relied upon as your sole source for compliance.

MICROSOFT OFFICE 365

Microsoft Office 365 is a hosted, subscription-based service that provides significant value to small businesses. We briefly touch on the most commonly used features below, but every day we learn something new about this incredible platform and what it's capable of. Please note: We do not provide development services or training for SharePoint, Dynamics, BI or Project.

Included Support:

- Add/Remove Users
- Setup and maintenance of Active Directory Integration
- Software installation
- Mobile phone configuration
- Outlook configuration
- OneDrive configuration

Business Email

You get a 50GB online mailbox with the full set of Exchange capabilities such as calendar sharing. The Business+ bundle also includes an unlimited online archive, encrypted email and compliance tools. The compliance tools meet GLBA requirements for storing and searching electronic communications across all of the Office 365 services.

Microsoft Office Desktop Software

Each user covered by this agreement can install the latest version of Microsoft Office (Word, Excel, PowerPoint, Outlook and OneNote) on up to 5 PCs. This includes business and personal computers. The Business+ bundle also includes Access.

OneDrive for Business

This is 1TB of storage provided for syncing personal files across devices. For example, you can access the same Word or Excel document from your desktop, laptop or via a web browser. Similar services you may be more familiar with include Dropbox, SugarSync and Box.

SharePoint

The most common use is for internal cloud-based file sharing. SharePoint is a powerful platform that is designed for collaboration of both internal and external users. You can build custom applications on top of it that can automate your entire office workflow.